

## OREGON WORKFORCE INVESTMENT BOARD

### Policy No. 09 One-Stop Definitions

#### Purpose

The purpose of this policy is to establish definitions for access to core services and value added referral in the local One-stop systems.

#### Background

The Oregon Career Network (OCN) Management Team defined features or characteristics that comprise "access" as:

"Within a region, the Oregon Career Network is defined as those service delivery points where all core services are accessible to any workforce customer—an employer, jobseeker, student, or other person pursuing their career goals."

Review by the Workforce Policy Cabinet, the One-Stop Stakeholders, and the AOC stakeholders group resulted in the following policy. The goal was to juxtapose the "access" policy for the One Stop system affiliated sites and the "make available" policy for the One Stop centers under the WIA.

#### Policy

The following definitions will be adopted for One Stops:

- A. Definition of "Access" for One Stop System Sites (other than Centers)
1. a) Customers in all population groups can get all core services on-site; OR  
b) Customers in all population groups can get information on-site about all core services and get a *value added referral*.

AND

2. All staff on-site know that the site is an access point for their regional or local system.

*Value Added Referral* means:

1. Providing the customer with a listing of core services that includes a description of each one;  
AND
2. a) either setting an appointment to receive core services with the appropriate partner for those customers who cannot do it themselves; OR  
b) providing appropriate on-site assistance for customers who are able to set their own appointment to receive core services.

B. Definition of "Make Available" For One Stop Centers

A full-service one stop career center must make available (provide) all core services on-site. "Making services available" can occur a number of ways including: providing core services through technology, co-location, cross training, cost reimbursement or other means agreed upon by the local partners.

Approved by:	Annette Talbott, Workforce Policy Coordinator
Date:	
Effective Date:	January 28, 2000

This policy will remain in effect until amended or rescinded by the Oregon Workforce Investment Board.